

Tenant Engagement at Ochil View Housing Association

Annual Report for 2023 - 2024



Introduction

Hello, and welcome to the 2023-24 Annual Report on Tenant Engagement at Ochil View Housing Association.

Tenant engagement is about tenants and their landlord working together to ensure the best possible services are being delivered. It is also about communication, how we interact and share information with one another.



By having a range of ways to engage, such as meetings, surveys and conversations, tenants can contribute in a way that suits them and be as involved as they wish. Whether it's taking 5 minutes to provide feedback or becoming a Board member, tenants play a pivotal role in how our Association works.

This report sets out how tenants engaged with Ochil View Housing over the past 12 months. As you will see, this partnership working has achieved plenty and we thank all tenants for their contributions during this time.

Our Year of Engagement



This month, the Ochil View Tenant Scrutiny Group set out their plans for reviewing how the Association delivers its repairs service to tenants. We also had our Easter Competition winner - well done Lucie from Tullibody! (pictured)

In May, staff met with the tenants at Bedford Place to chat about a joint project to improve their garden area. We also carried out estate inspections in Dollar, Menstrie and Alva. These are always a great way for us to chat to tenants about their neighbourhoods.



Our Year of Engagement



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June

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We gathered feedback on the Tenant Handbook via a survey sent out this month. We asked over 150 tenants to share their thoughts and ideas and received lots of positive responses that helped us with the planned revamp of the book.



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July

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Staff and tenants at Bedford Place carried out some redevelopment work of their gardens - it was a typical Scottish summers day (very wet!) but the tenants were delighted with the new look! Tenant John is pictured here with the happy helpers!

Our Year of Engagement



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August
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As part of their ongoing scrutiny of the repairs service, the Scrutiny Group surveyed nearly 500 tenants to gather wider opinion on how repairs are carried out. We also had some lovely entries for our garden competition, which closed this month.

September was a busy month for engagement. We had our Scottish Housing Day (pictured above) when tenants visited the office to meet staff and share their experiences as an Ochil View tenant. We also met with tenants from Elm Grove to discuss their new homes a year or so after they moved in.

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September
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Our Year of Engagement

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October
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The Tenant Scrutiny Group (pictured) completed their review on ‘The Life of a Repair’ and provided the Board with their findings, including recommendations for improving the service in the future.



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November
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We had a fantastic tenant turnout at our Meet, Heat and Eat events in November, with over 400 attending. Tenants received a range of free, energy-saving products and engaged with staff on issues such as fuel costs and maximising income.

Our Year of Engagement



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December
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Jessica from Tullibody (pictured) was the winner of our Christmas Eve Box competition.

We also held our rent consultation survey in December, with 225 tenants sharing their thoughts on our proposals.

January brought another survey, this time on tenant engagement. This was to share how tenants can currently get involved and what we can do in the future. We received a great response and the feedback will help us strengthen the tenants' voice within the Association.

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January
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Our Year of Engagement

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February
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Following the success of their repairs review, the Tenant Scrutiny Group then looked at the Association’s Recharge Policy as a short-term project and agreed their schedule for the year ahead. They also met with the Fife Housing Group to share experiences on engagement (pictured).



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March
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We completed our follow-up surveys with tenants on how the products and information received at the Meet, Heat events have helped them during the winter period. There was lots of positive feedback on how these items and support have made a difference.

Conclusion



This report gives just a flavour of how tenants and staff have been working together to help Ochil View Housing Association deliver the best possible services over the past 12 months.

We continue to work hard at ensuring tenants not only have a strong voice about the services we provide, but are also helping to influence and shape these services as well.

Our recent Tenant Engagement Survey is a great starting point for developing engagement opportunities going forward, including strengthening numbers on the Tenant Scrutiny Group and exploring new engagement opportunities.

Thank you to everyone who has contributed, no matter how big or small.

Want to have your say?



We are keen to have as many tenants as possible be involved in the decisions we make and here are the key ways to do this:

Tenant Scrutiny Group

An independent, tenant-led group who review Ochil View's policies and procedures.

Interested Parties List

Tenants can sign up to be on a list who we contact occasionally to get their input on a key topic.

Tenant Surveys

Tenants can complete a survey on the issues important to them.

Talking to Staff

Tenants can engage by simply talking to staff, either in-person, on the phone or by email.

Estate Visits

Tenants can join staff on neighbourhood visits and share their thoughts.

Want to find out more?



Tenants can be involved as much or as little as they wish and we do our best to do it at times that suit each individual.

To find out more about having your say, please contact Ochil View Housing's Tenant Engagement & Communications Officer, Chris McShane, as per below:



01259 727 473



tenantengagement@ochilviewha.co.uk



Ochil House, Marshill, Alloa. FK10 1AB

